

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.:	10/675,719)	Confirmation No.:	6343
)		
Applicant:	Roush et al.)	TC/A.U.	2436
)		
Filed:	09/29/2003)	Examiner:	Okoronkwo
)		
Docket No.:	4366-135)		
)		
For:	USING VOICE OVER IP OR)		
	INSTANT MESSAGING TO)		
	CONNECT TO CUSTOMER)		
	PRODUCTS)		

AMENDMENT AND RESPONSE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Applicants submit this Amendment and Response to address the Office Action having a mailing date of August 17, 2009. Please credit any overpayment or charge any underpayment to Deposit Account No. 19-1970.

Please amend the above-identified patent application as follows:

Amendments to the Claims are shown in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 13 of this paper.